



Product Return and Replacement Policy: Cathflo® Activase®

Genentech will provide credit or replacement for a product return only if it is authorized and after the actual physical product has been received and identified by Capital Returns, Inc. **RETURN AUTHORIZATION IS REQUIRED.**

Expired, unused/unopened Cathflo product is the only condition applicable for qualification for the Product Return & Replacement Policy.

Returnable Products

Product Returns will be accepted from direct (wholesaler) and non-direct (wholesaler's customers, i.e. pharmacies) accounts under the following conditions:

- Expired merchandise up to 6 months past expiration date
- Product must be in original containers
- Reimbursement will be issued in the form of a credit or product replacement to the appropriate party
- Product returns shipment paperwork must show debit memo number (if applicable), DEA number of sender, return authorization number, product name, quantity, reason for return, expiration date and lot number

Non-returnable Products

The following products are non-returnable, regardless of expiration date:

- Products damaged by fire and/or water
- Re-packaged products
- Products obtained illegally or from an unauthorized source
- Partially filled vials
- Products with no lot numbers, expiration dates, or unreadable labels
- Product purchased for research or clinical trials
- Damaged product
- Wasted product
- Overstock

Procedure for Returning Expired Products

- Please contact Capital Returns at (800) 950-5479.
- Capital Returns will provide a return authorization and issue appropriate forms and labels.
- Information required for processing includes debit memo number (if applicable), DEA number of sender, return authorization number, product name, product size, quantity, reason for return, expiration date and lot number.
- After receiving a return authorization from either Capital Returns or your Genentech Sales Representative, enclose a copy of the return authorization with the product you are returning. All returning product should be shipped to Capital Returns, Inc. (address below). Shipping and transportation charges are prepaid by the customer.

Capital Returns' Address

**Capital Returns, Inc.
6101 North 64th Street
Milwaukee, WI 53218
Phone: (800) 950-5479**

Additional Information

- Genentech (not Capital Returns) will continue to process credits.
- All products returned, including unauthorized returns, will be destroyed.
- Customers are liable for the product until Capital Returns or Genentech identifies it as an appropriate product return, which may be up to ten business days after receiving the product.